

AUTO-OWNERS INSURANCE COMPANY
AUTO-OWNERS LIFE INSURANCE COMPANY
HOME-OWNERS INSURANCE COMPANY
OWNERS INSURANCE COMPANY
PROPERTY-OWNERS INSURANCE COMPANY
SOUTHERN-OWNERS INSURANCE COMPANY



BRANCH CLAIM OFFICE
5915 Carmichael Road • P.O. Box 244017
Montgomery, Alabama 36124-4017
334-279-0323 FAX 334-271-0481
WWW AUTO-OWNERS.COM

CLAIMS FAX TRANSMISSION

DATE: 12/21/04

Number of pages including cover sheet 20

TO: FAX# ()

TO: Home Office Claims

Attention: _____

FROM: AUTO-OWNERS INSURANCE COMPANY

BY: Bill Reeves

SUBJECT: 37-4873-04

Remarks: Reporting New Loss to you. Please Advise

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PLEASE CALL SENDER IF ANY PAGES ARE MISSING OR UNCLEAR

AO00252



Billing Summary for Property Files and All Time and Expense Files

Date: 12-09GAB Robins File # 22821-01234

Insured:

Claim/Policy #:

Resp Branch #:

Additional Branch#

Est Gross Loss:

Damage Appraisal

Full Adjustment

Other

Pioneer Telephone Services
37-4873-04

Adj# 2044-8
Adj# BAWther

#1260792
① Locations
See In 2d -

#1040116 Flat Rate
2 Jcb. 76 Flat Rate
#1260792 Flat Rate

Final
Interim
Supp

/

#1110

315

Flat Rate Sub Total: #1425

Time and Expense

Branch # <u>22821</u>	Adjuster # <u>2044-8</u>	Hours _____	Rate _____	Totals _____
Branch # _____	Adjuster # _____	Hours _____	Rate _____	Totals _____
Branch # _____	Adjuster # _____	Hours _____	Rate _____	Totals _____
Branch # <u>22821</u>	Clerical # <u>3567-2</u>	Hours <u>03</u>	Rate <u>\$40.00</u>	Totals _____
Time & Exp Sub To # _____				

Miscellaneous	# <u>28</u>	Rate: <u>\$2.00</u>	Totals <u>#152</u>
Photos Total	# <u>20</u>	Rate: <u>\$1.65</u>	_____
Less Included:			
Billable Photos	# <u>20</u>		

Travel Time & Mileage	# Miles <u>25</u>	Rate <u>\$0.47</u>	Totals <u>#11.25</u>
Mileage Total	# <u>25</u>	Rate: <u>\$0.47</u>	Totals <u>#11.25</u>
Less Included:	# <u>25</u>		
Billable Miles	# <u>25</u>		

Tele/Fax	Vs _____	Rate _____	Totals <u>\$5.00</u>
Cell Phone	_____	Rate _____	Totals <u>\$4.50</u>
Express Mail	# _____	Rate _____	Totals <u>2.60</u>
Public Record	# _____	Rate _____	Totals <u>0.30</u>
Copies	# <u>26</u>	Rate _____	Totals <u>0.30</u>
Other	# _____	Rate _____	Totals <u>0.00</u>

Misc. Exp. Sub Total #10.55

Total Billing
Tax: _____

GAB Robins Service Invoice Total #1535.55

LMS
AO00253

State Sales Tax (where applicable)

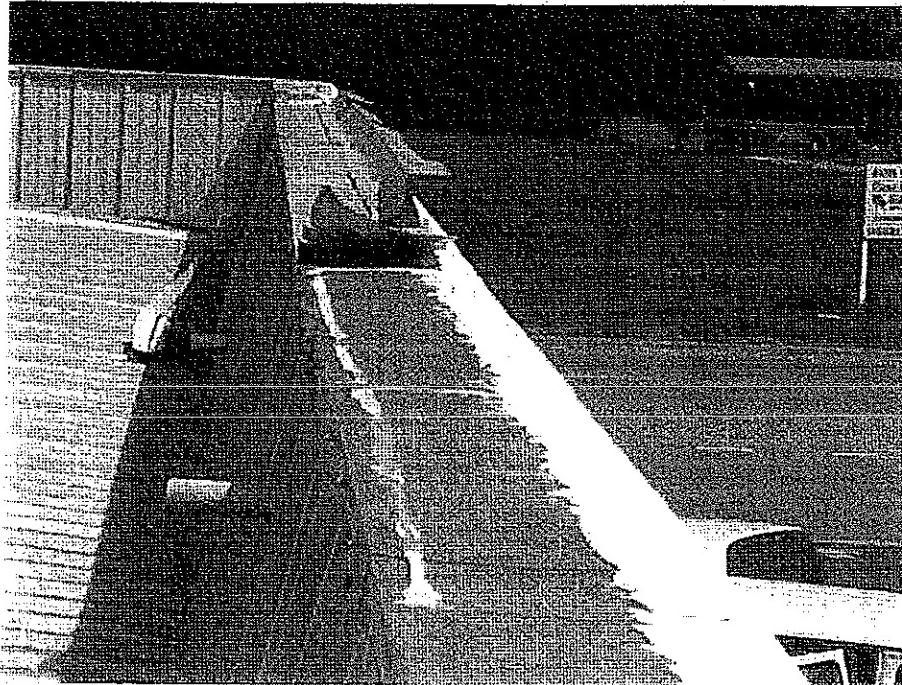
J M C

Roof Sheet

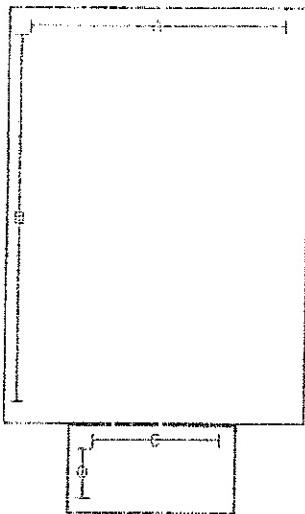
Insured Pioneer Telephone Services

Coverage BLDG

Claim # 37 4873 04 Loc1
 Policy # 034617-38525851-04
 Ins Claim #

**Photo - Roof**

Parapet wall damage - Water penetration to 4 spaces on interior

Roof Diagram

Length	Width	Times	Qty	Sq Ft
A 51'	B 97'	1	1	= 4,947.00
C 23'	D 16'	1	1	= 368.00
Total Sq Ft				5,315.00
Divided by 100				53.15
Cutting Loss 10%				5.32
Estimated Squares				58.47

Roof Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 37 4873 04 Loc2
 Policy # 034617-38525851-04
 Ins Claim #

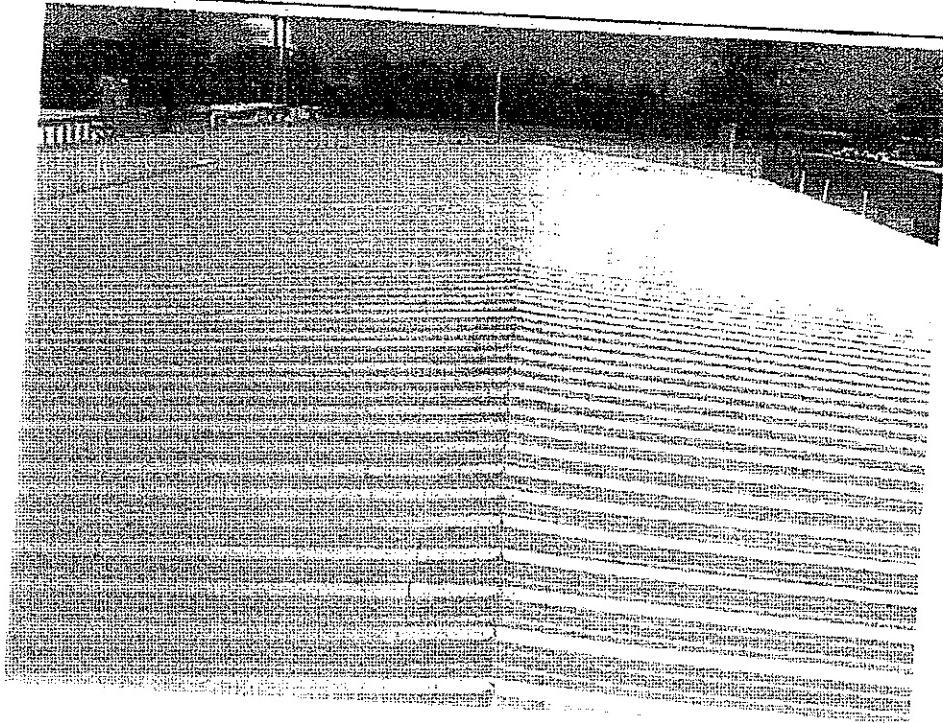
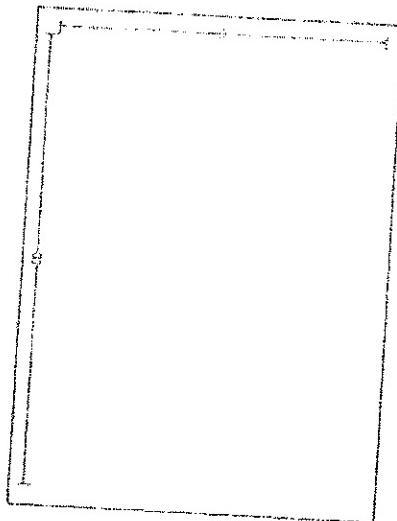


Photo - Roof

Overview - No damage to metal

Roof Diagram



Length	Width	Times	Qty	Sq Ft
A 50'	B 117'	1	1	= 5,850.00
Total Sq Ft				5,850.00
Divided by 100				58.50
Cutting Loss 10%				5.85
Estimated Squares				64.35

Photo Sheet
Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

Photo - ID

ID 1833

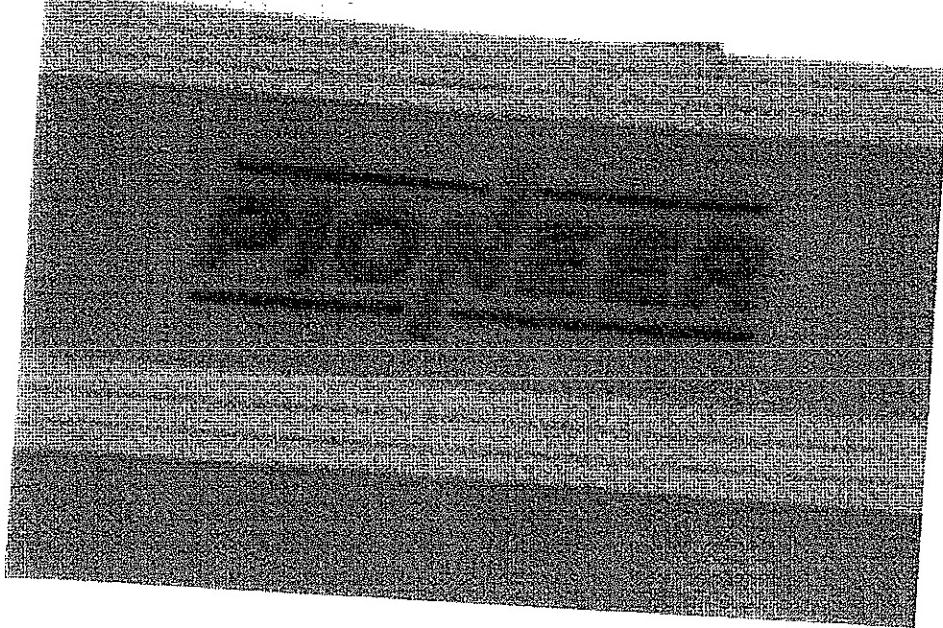


Photo - RISK

FRONT



Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617 38525851-04
Ins Claim #

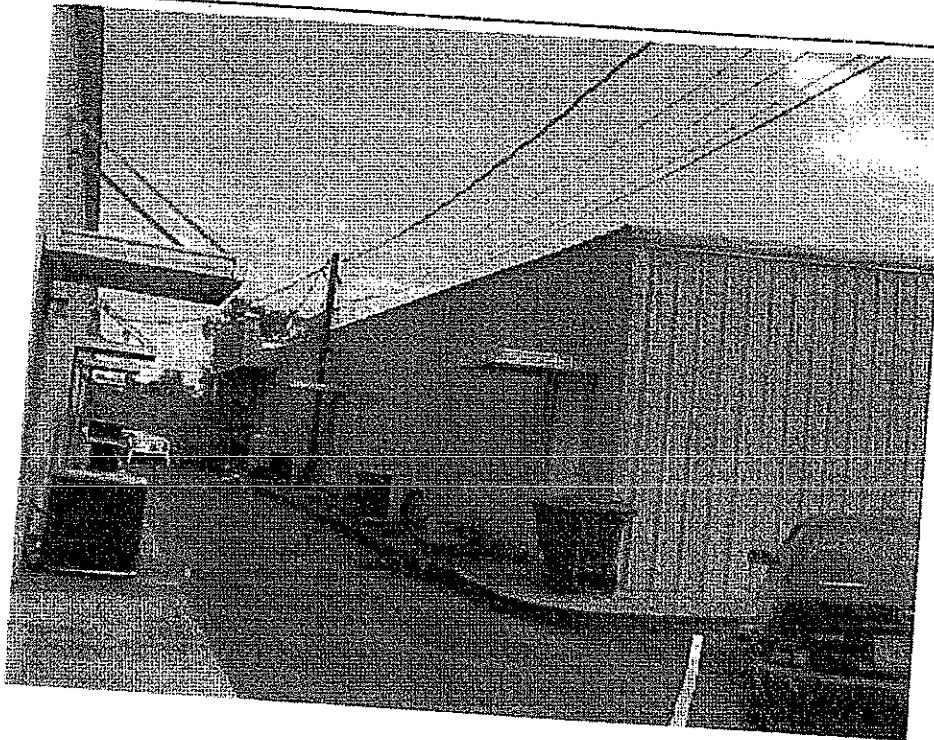


Photo - RISK

REAR



Photo CAP

CAP DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851 04
Ins Claim #

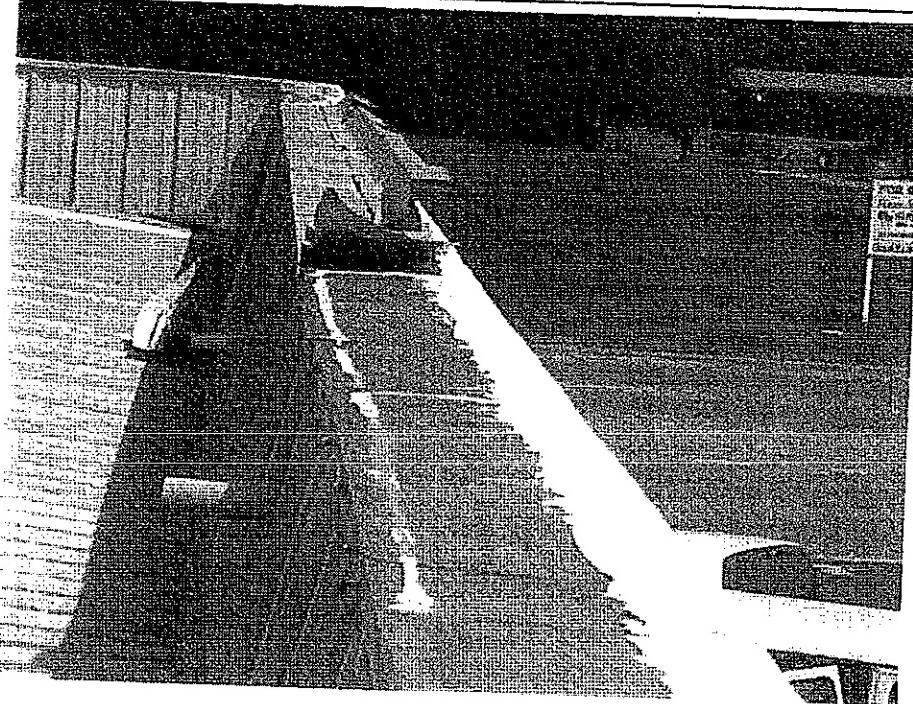


Photo - CAP

DAMAGE

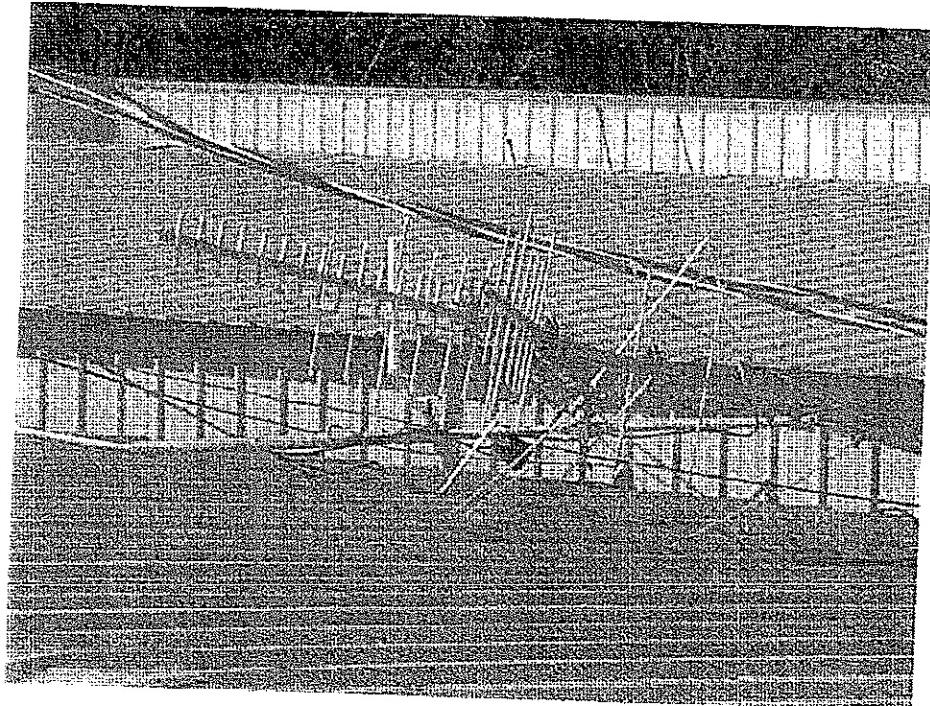


Photo - ANTENNA

DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

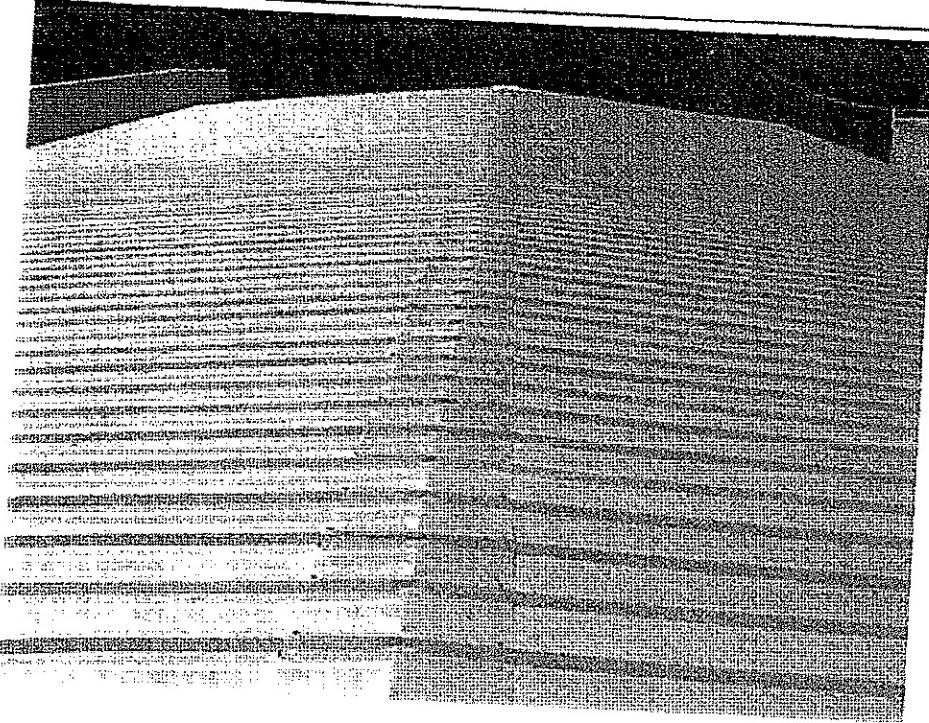


Photo .. ROOF

OVERVIEW NO DAMAGE

Photo .. RISK

FRONT 1835

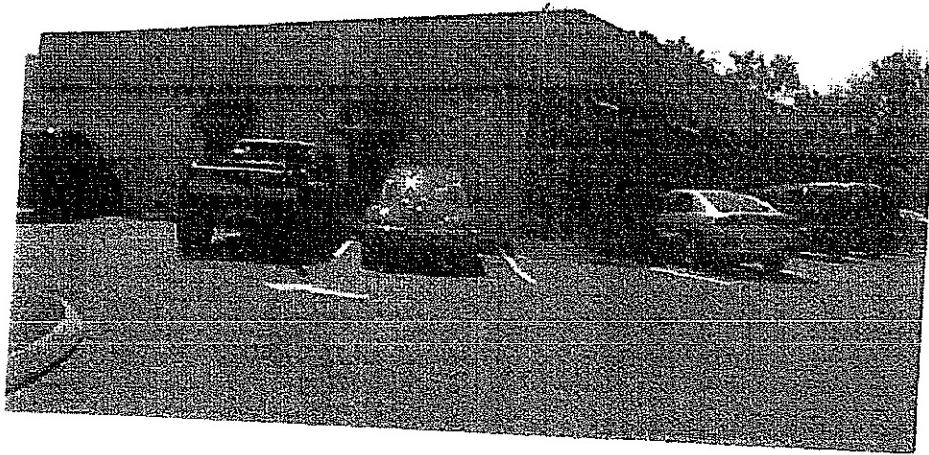


Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

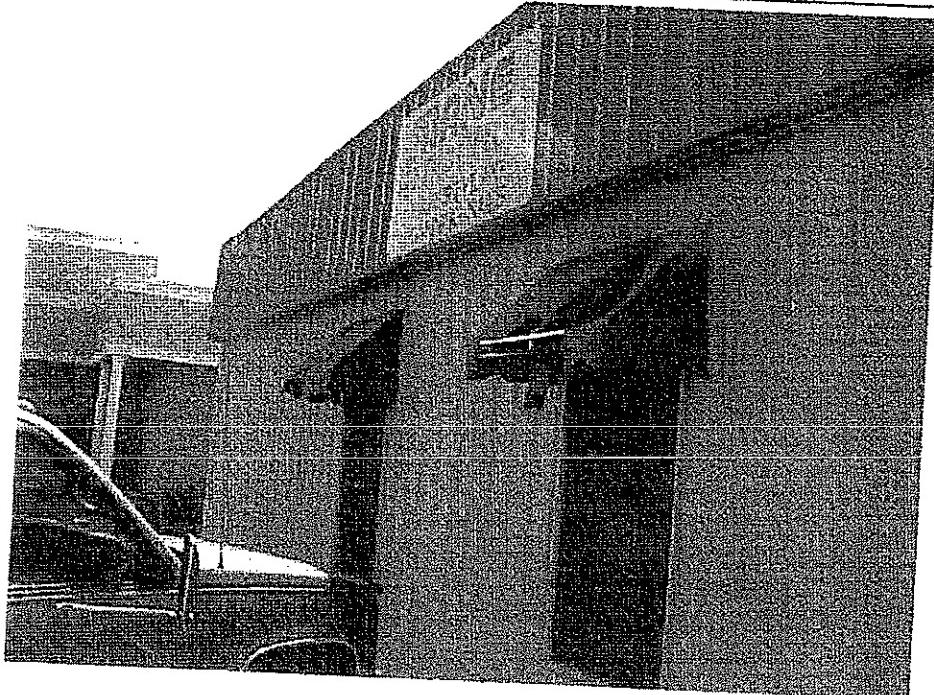


Photo - AWNING

CANVAS DAMAGE



Photo - ROOF

OVERVIEW

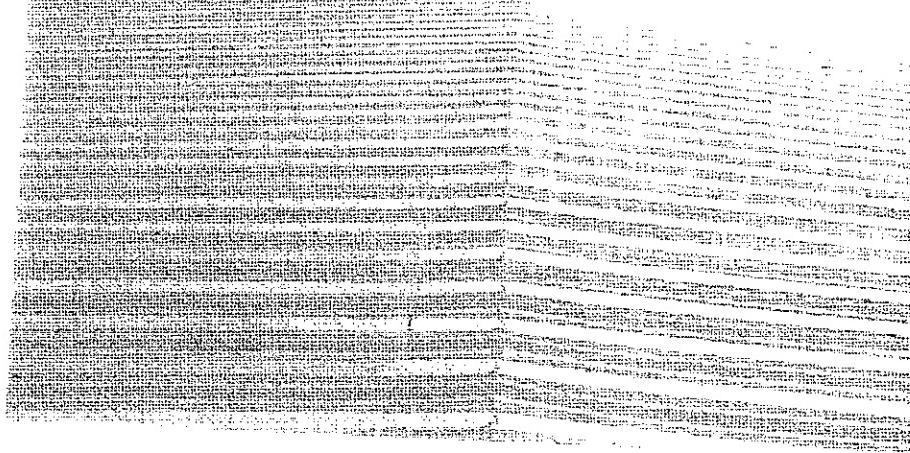


Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

Photo -OFFICE 1

SCOPE

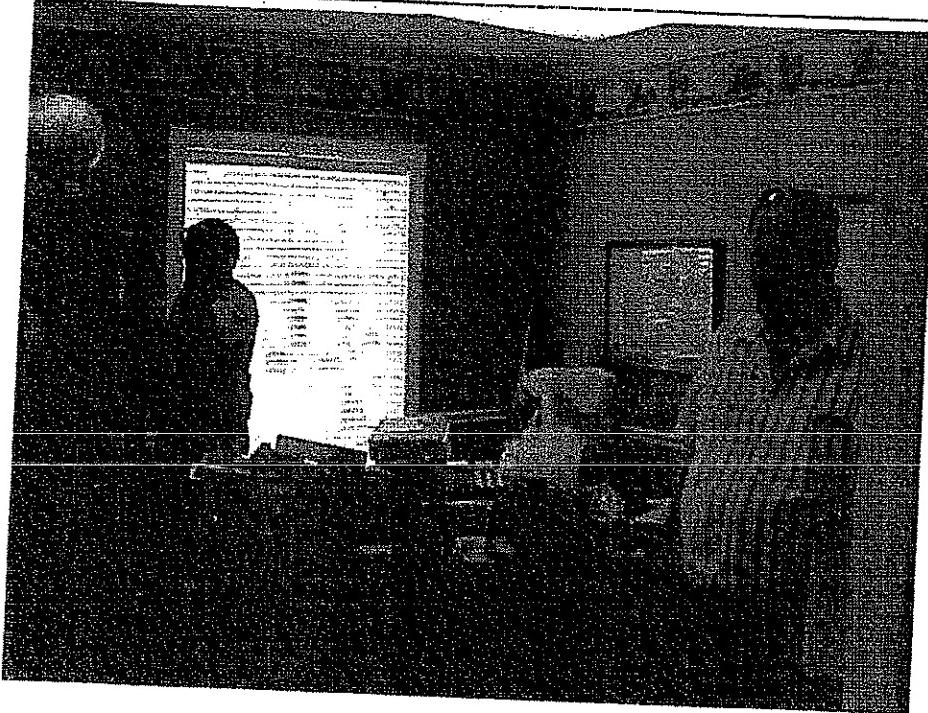


Photo - OFFICE 1

CEILING & BORDER DAMAGE



Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

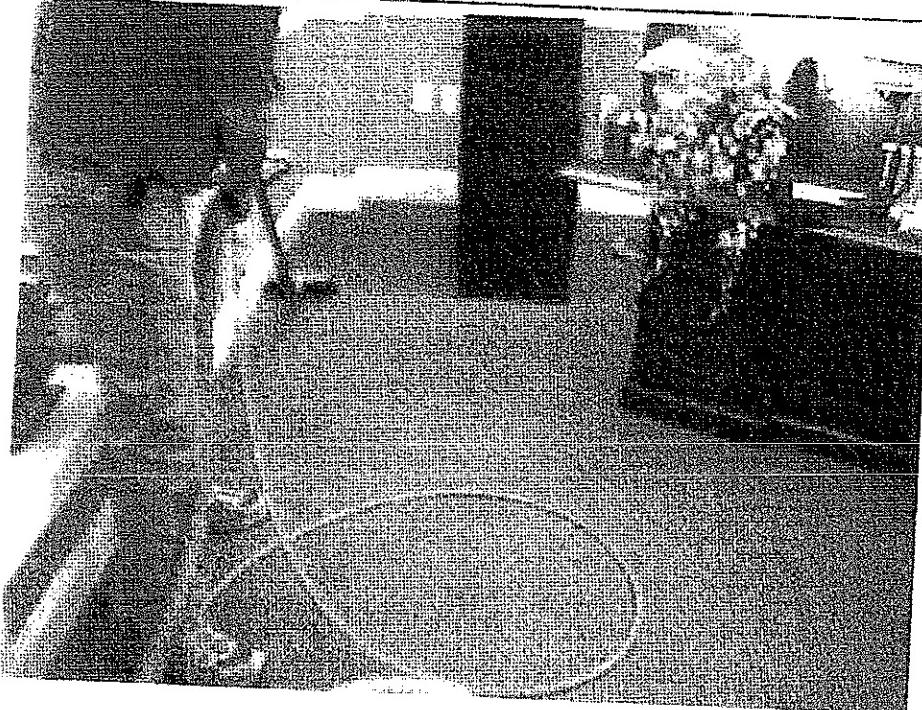


Photo - OFFICE 1

CLEAN CARPET

*Insured called back
10/3. Cleaning did
not work.*



Photo - WAREHOUSE

CEILING DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #



Photo - WAREHOUSE

SCOPE

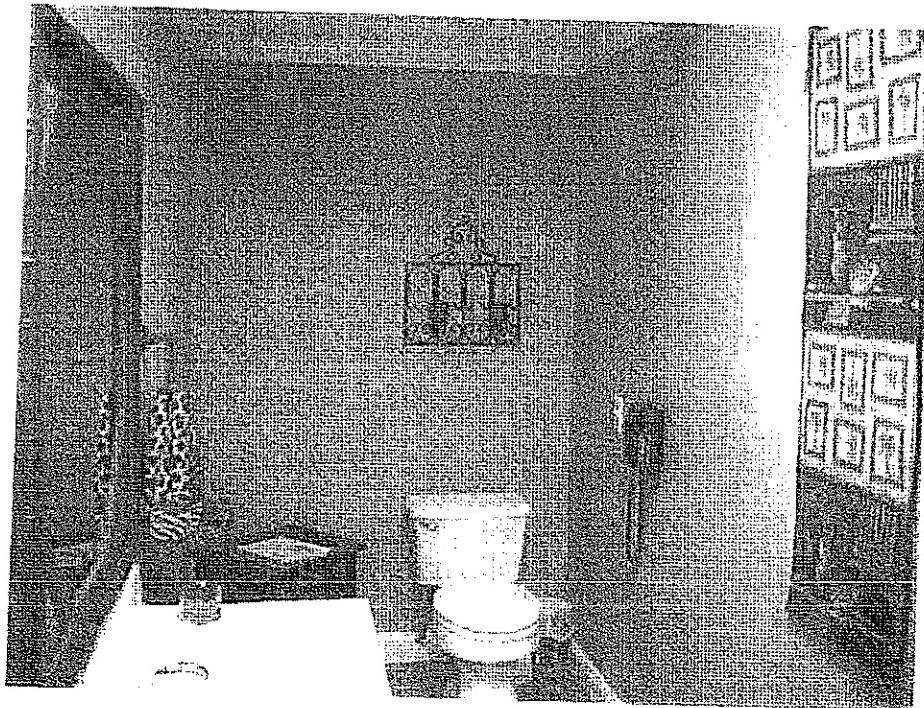


Photo - BATHROOM

SCOPE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

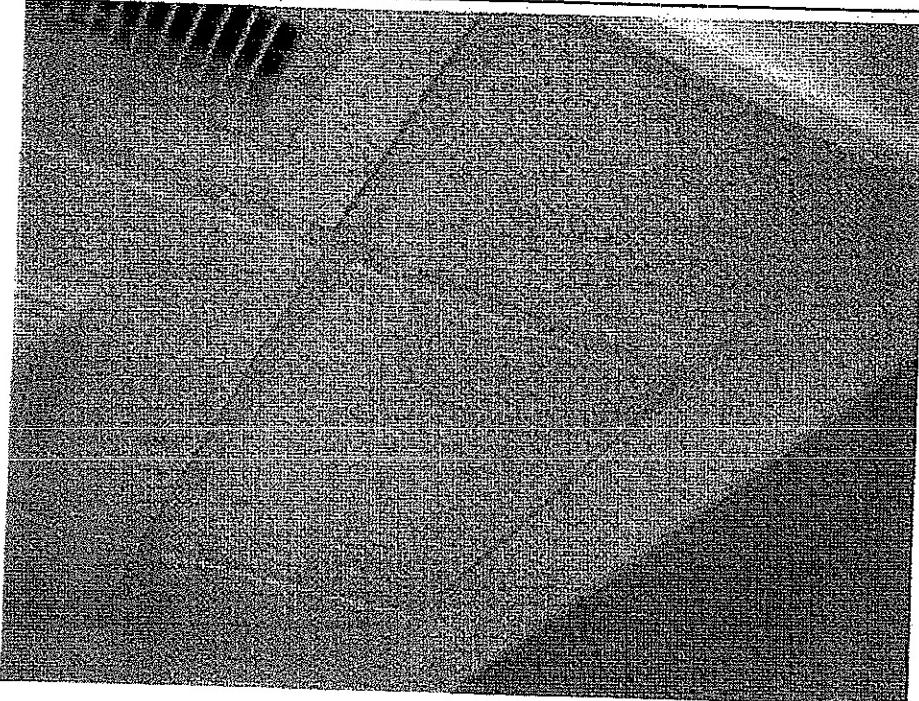


Photo - BATHROOM

CEILING DAMAGE



Photo - OFFICE 2

SCOPE

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617 38525851-04
Ins Claim #

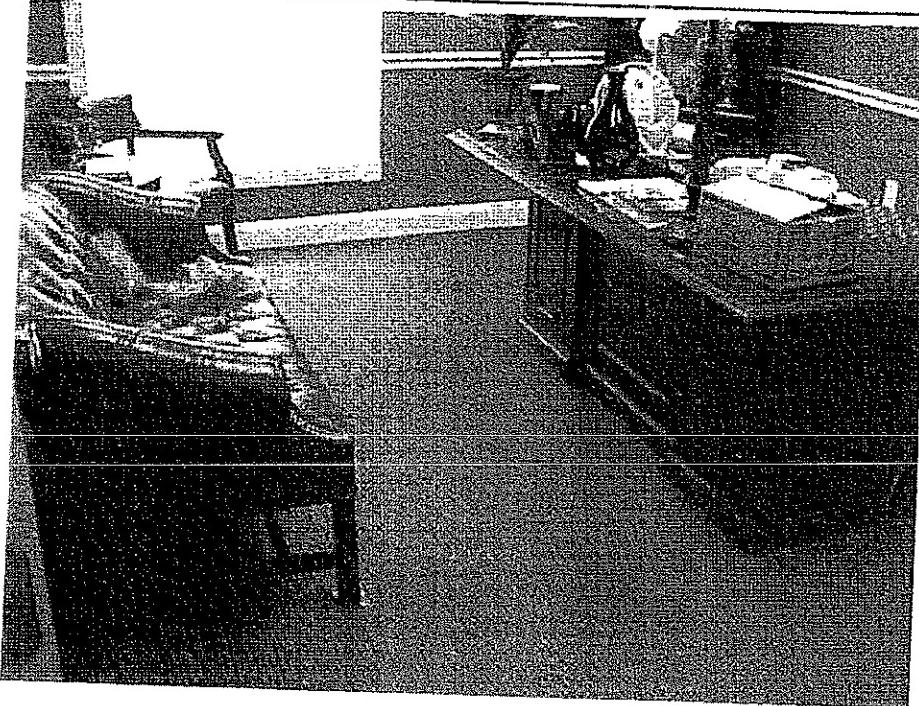


Photo - OFFICE 2

CLEAN CARPET

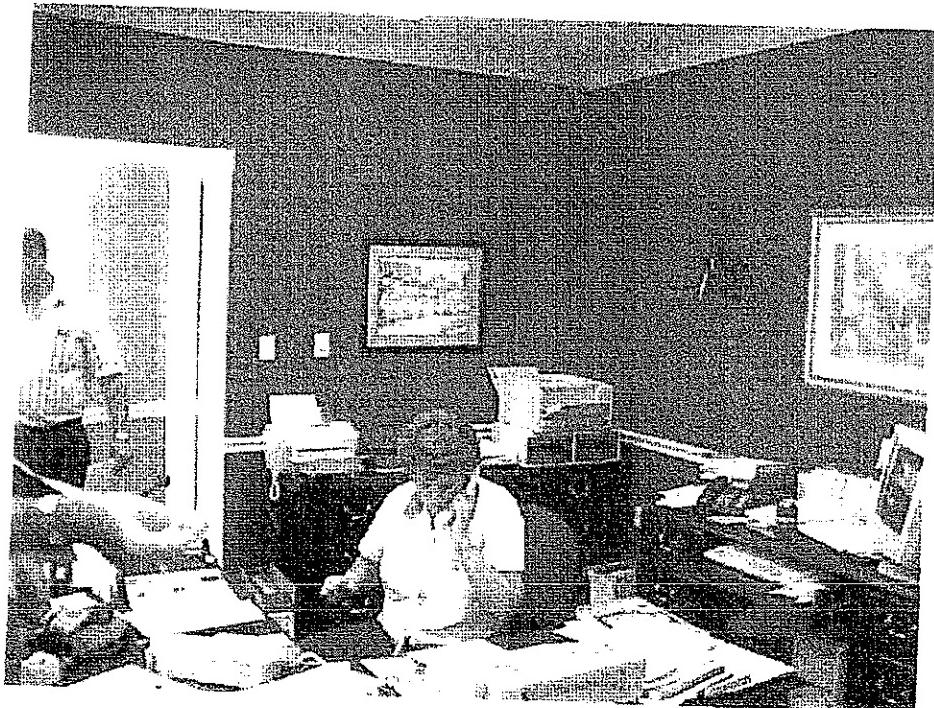


Photo - RECEPTION

CLEAN CARPET

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

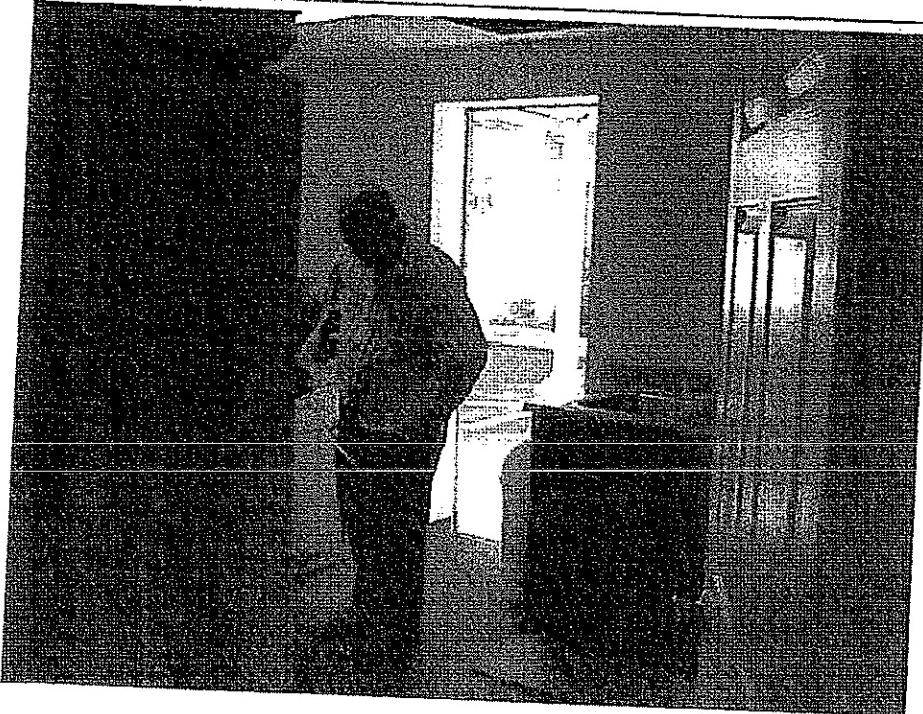


Photo - KITCHEN

SCOPE

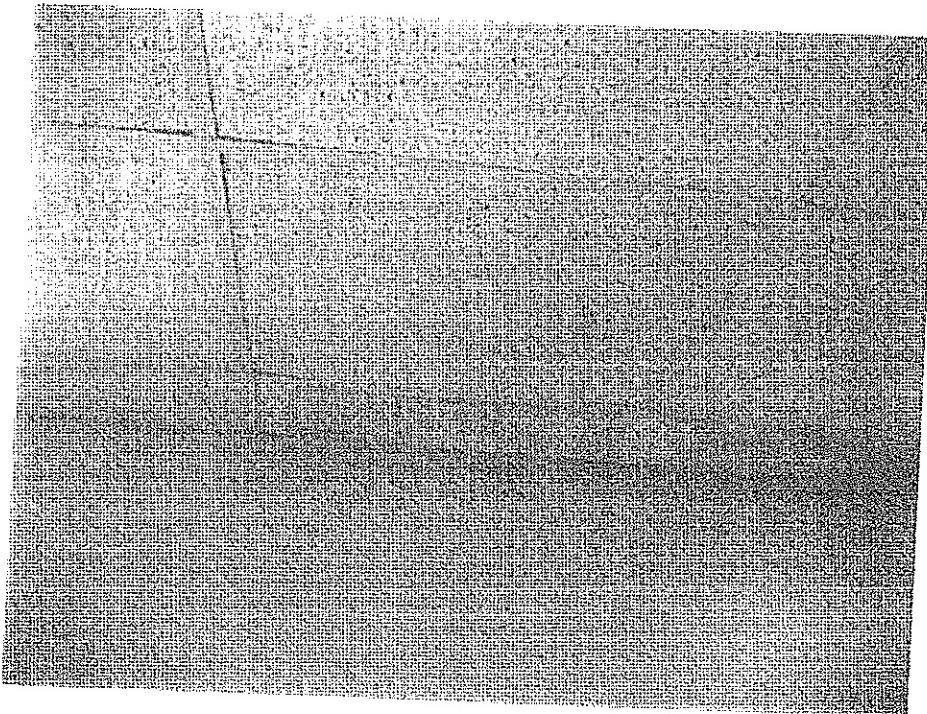


Photo - KITCHEN

CEILING DAMAGE

Photo Sheet

Insured Pioneer Telephone Services

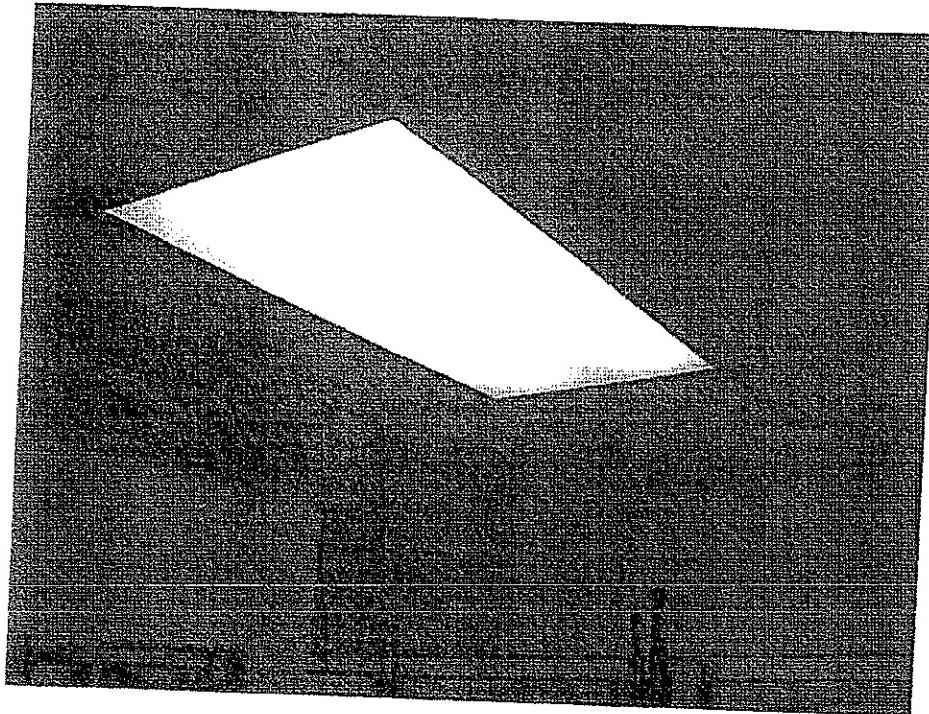
Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #



MAIN ATTRACTION
Photo - MERLE NORMAN

SCOPE Retail Space 1



MAIN ATTRACTION
Photo - MERLE NORMAN

CEILING DAMAGE

Retail Space 1

Photo Sheet

Insured Pioneer Telephone Services

Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #

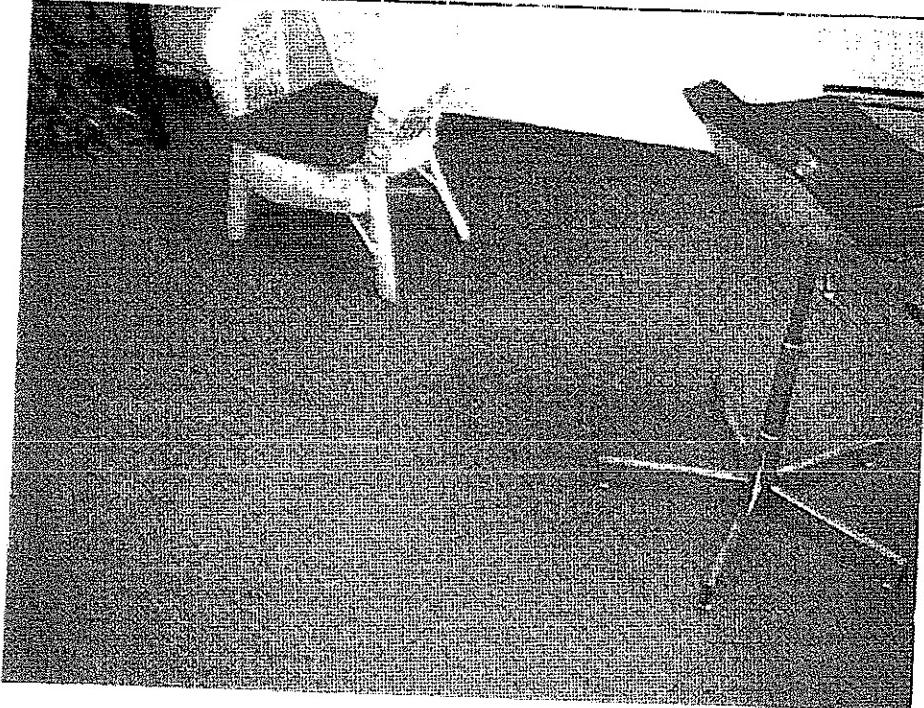


Photo - MERLE NORMEN

CLEAN CARPET - Cleaning did not work. Insure called on 10/3 with request to replace.

Retail Space 2

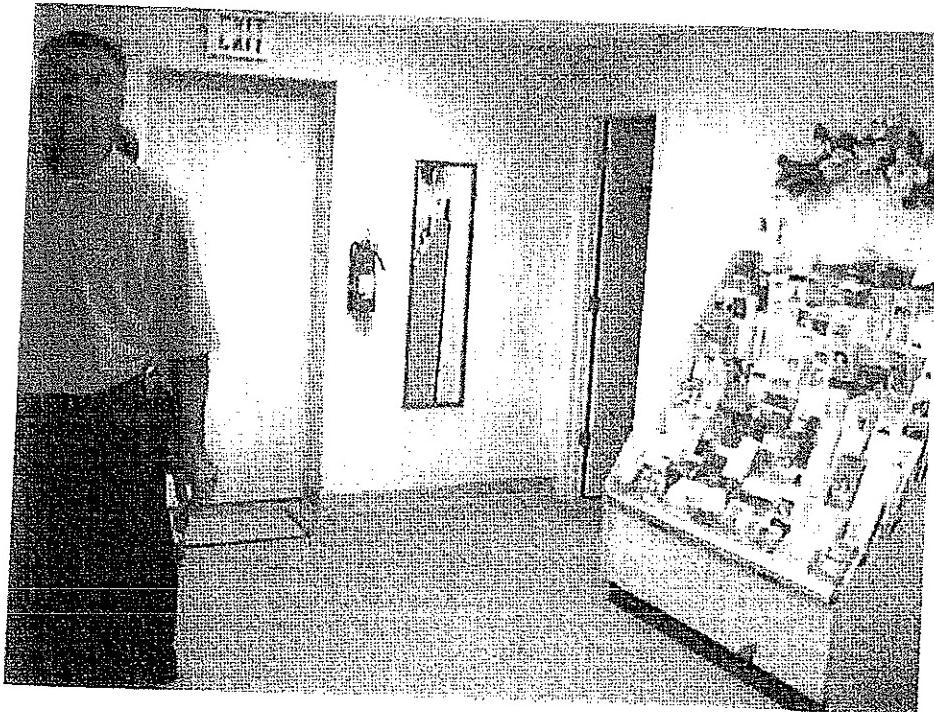


Photo - PREGNANCY RESOURCE

SCOPE

Retail Space 3

Photo Sheet

Insured Pioneer Telephone Services

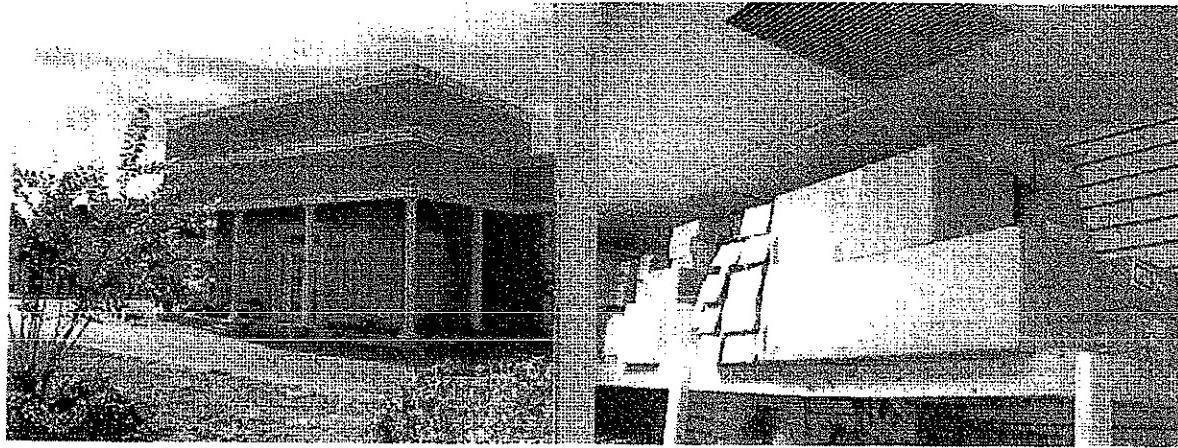
Coverage BLDG

Claim # 04-10017
Policy # 034617-38525851-04
Ins Claim #



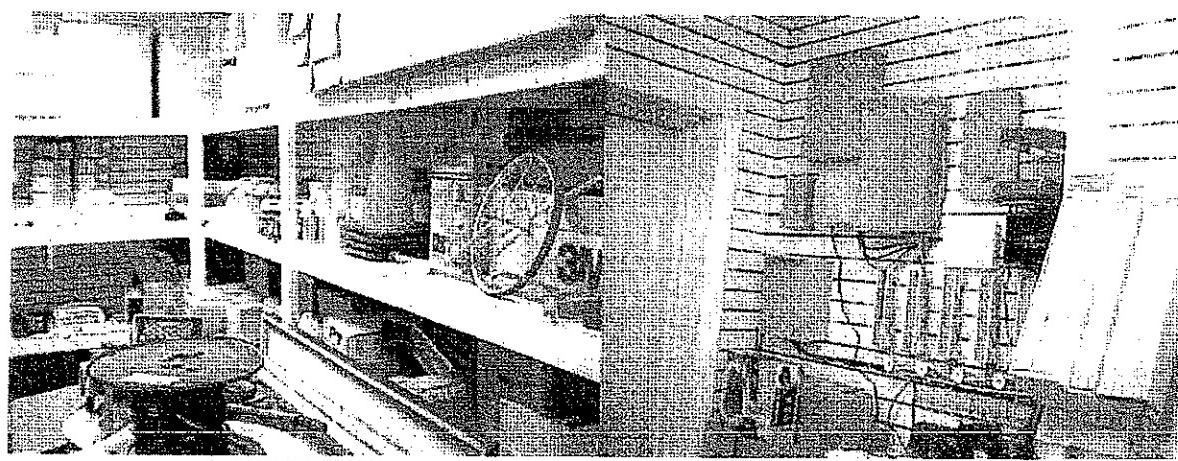
Photo - PREGNANCY RESOURCE

CEILING DAMAGE



MVC-001F.JPG
2004/11/16 11:01:48

MVC-002F.JPG
2004/11/16 11:22:14



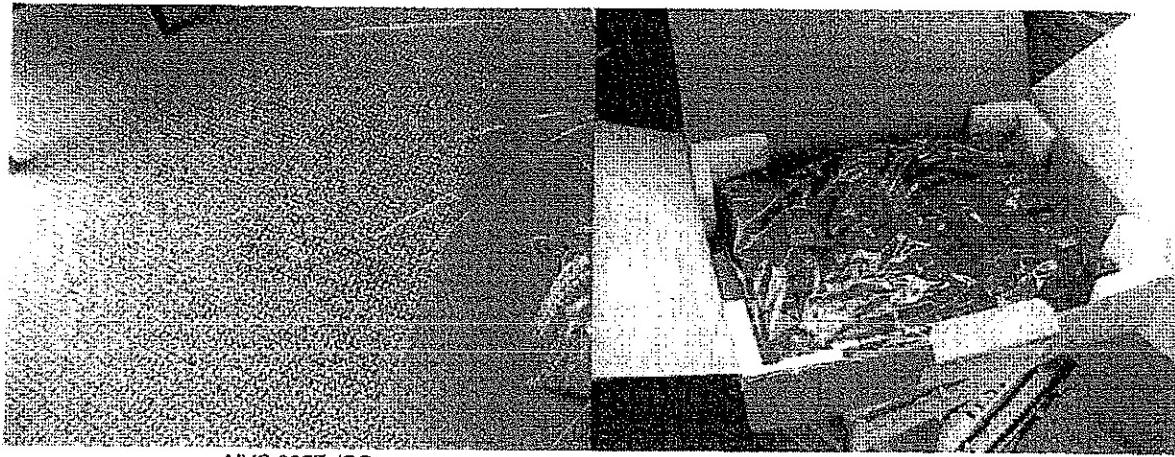
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2004/11/16 11:22:26

MVC-004F.JPG
2004/11/16 11:22:58

Area insured claims
Inventory got wet

New photo
Sys w/ Bldg

AO00270



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2004/11/16 11:36:18

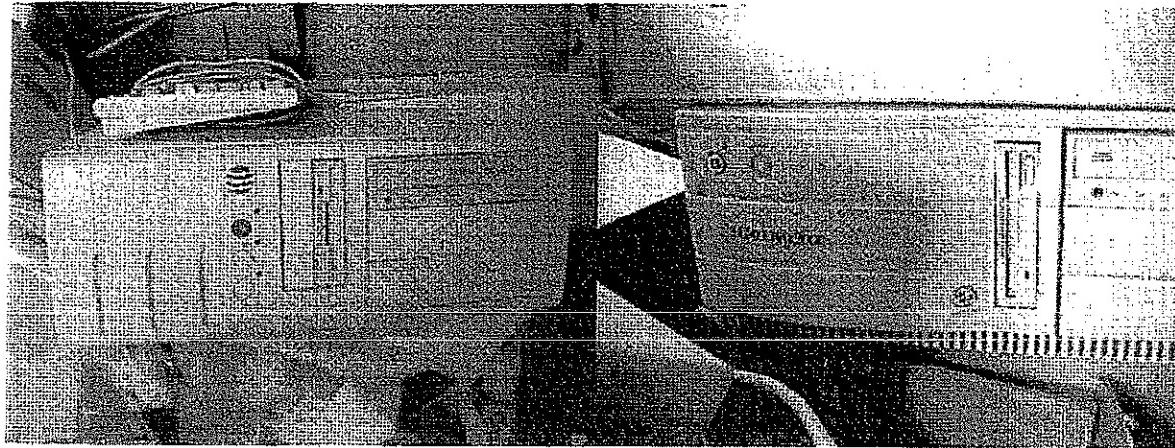


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2004/11/16 11:38:20

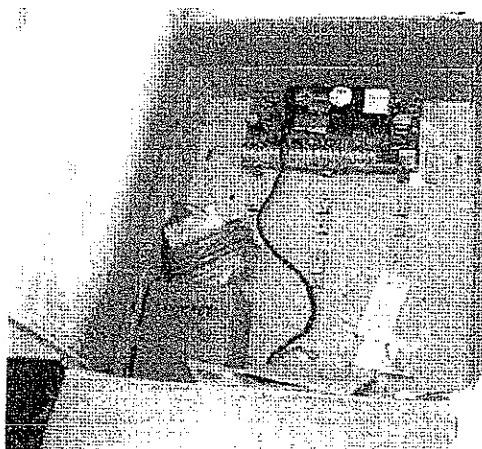
For Inventory
Signed claims
got wet

AO00271



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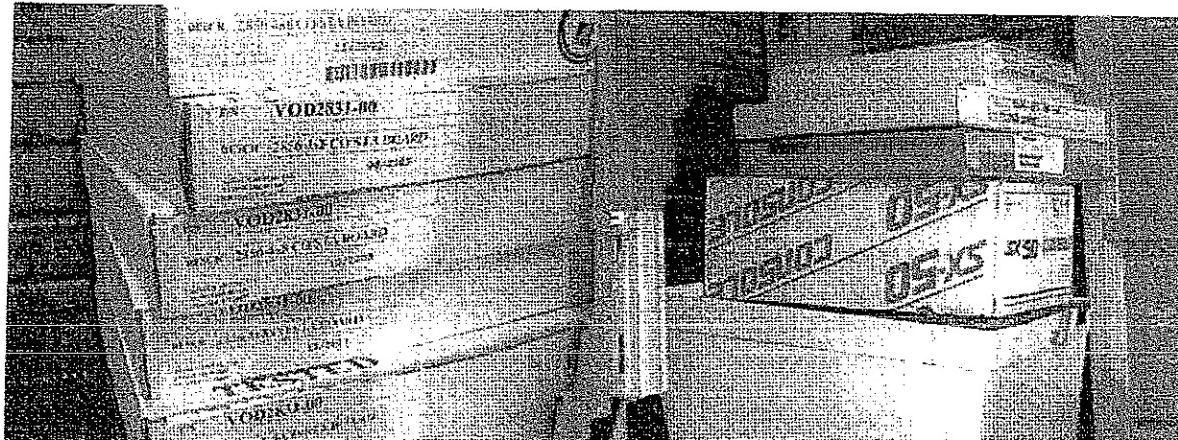


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2004/11/16 11:42:34

AO00272



MVC-013F.JPG
2004/11/16 11:42:54

MVC-014F.JPG
2004/11/16 11:45:10

AO00273

Quotation

Pioneer Telephone Services, Inc
P. O. Box 1606
Andalusia, AL 36420-1227

Quote Number:
13383

Quote Date:
Oct 29, 2004

Page:

Quoted to:

Pioneer Telephone Services, Inc
P.O. Box 1606
Andalusia, AL 36420-1227

Customer ID	Good Thru	Payment Terms	Sales Rep
2228777	11/28/04	Net 10 Days	JHW

Quantity	Item	Description	Unit Price	Extension
		LIGHTNING DAMAGE DONE DURING HURRICANE IVAN'S STORMS REPLACED EQUIPMENT AND TESIED.		
1	00LBR	LABOR	2,410.00	2,410.00
1	00NS19404	NORSTAR MODULAR ICS KSU 0X32	989.00	989.00
1	00NS19419	NORSTAR CALLER ID IRK CIG	498.00	498.00
1	00NS19467	CALL PILOI 150 AUTO ATTENDANI/VOICEMAIL	1,995.00	1,995.00
1	00M7324	24 Button Keyset w/Display	150.00	150.00
3	00T7316B	CHARCOAL 16-BUTTON PHONE	129.00	387.00
3	00T7208B	CHARCOAL 8-BUTTON KEYSET	115.00	345.00
1	00VISTA-20P	V20P ATTACK PACK W/6160	804.35	804.35
1	00DSDK16C80GB	DIGITAL SPRITE SYSTEM	2,908.01	2,908.01
2	00AO\38\00000001K629A	1/3" COLOR DIGITAL CAM 350TVL	173.99	347.98
2	00EO-63-13VG550S	1/3" 5-50mm VARIFOCAL LENSE	136.00	272.00
2	00PE-EH3512MI	EH3512 W/EM1450 MOUNT	89.98	179.96
1	00LO\ST\00000000PS2416	CCIV POWER SUPPLY	147.90	147.90
1	00FMA	TELEVISION ANTENNA	167.95	167.95
1	00	TELEVISION ANTENNA AMPLIFIER	119.60	119.60
1	00TELESCOPIC MAST	30' IV ANTENNA POLE	169.00	169.00
1	00VWM-680	SANYO 4-HEAD HI-FI VCR	79.96	79.96
1	00ONK-IX-DS797	THX SELECT RECEIVER	946.00	946.00
1	00ONK-IX-8511	STEREO RECEIVER	259.00	259.00
1	00	DELL COMPUTER SYSTEM (FLAT PANEL)	1,687.00	1,687.00

Subtotal	Continued
Sales Tax	Continued
Total	Continued

AO00274

Quotation

Pioneer Telephone Services, Inc.
P O Box 1606
Andalusia, AL 36420-1227

Quote Number:
13383B

Quote Date:
Oct 29, 2004

Page:
1

Quoted to:

Pioneer Telephone Services, Inc
P O Box 1606
Andalusia, AL 36420-1227

Customer ID	Good Thru	Payment Terms	Sales Rep
2228777	11/28/04	Net 10 Days	JHW

Quantity	Item	Description	Unit Price	Extension
		EQUIPMENT IN WAREHOUSE WATER DAMAGED BY IVAN'S STORMS		
1	00SX50	MIIEL CABINET	375.00	375.00
1	00SX50PS	MITEL SX50 POWER SUPPLY	325.00	325.00
1	009102-018-000	MIIEL CONSOLE	375.00	375.00
1	009110-211-000	MIIEL 4 IRK CIR CARD	175.00	175.00
2	009104-020-001SA	16 CT SIA CARD	559.00	1,118.00
1	00NSCICS	NS CICS KSU	300.00	300.00
13	00I7100B	NORSIAR SINGLE LINE BLACK	89.00	1,157.00
2	00I7100	PLAINUM SINGLE-LINE	89.00	178.00
7	00T7208B	CHARCOAL 8-BUTTON KEYSET	105.00	735.00
6	00I7316B	CHARCOAL 16-BUTTON PHONE	129.00	774.00
20	002831-00	4X8 CO KEY SIAIIION BOARD	175.00	3,500.00
1	002830-16	CPU/VCM PROCESSOR	225.00	225.00
27	001414-08	EXECUTIVE DISPLAY SPEAKERPHONE	135.00	3,645.00
12	001412-08	ENHANCED SPEAKERPHONE	109.00	1,308.00
1	00SP4000 00	BKSU (BASIC KSU)	1,499.00	1,499.00
1	00SP4074-00	DCU		
1	00SP4032-00	KIB BOARD		
1	00SP4031-00	COB BOARD		
1	00SP4030-00	CPB		
1	00SP4033-00	SIB BOARD		
1	00SP4035-00	APL		
6	00SP4032-00	KIB BOARD	139.00	834.00

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Sales Tax	Continued
Total	Continued

AO00275